healthwatch North Tyneside

**Healthwatch North Tyneside – Minutes of Annual General Meeting 2024**

**Time & Location:** 4th November 2024, 6:30pm – 7:30pm: Cullercoats Methodist Church

**Present:** Carol Nevison (Chair) (CN), Jackie Doughty (JD), Peter Berrie (PB), David Slater (DS), Paul Greenway (PG)

**In attendance:** Paul Jones (Director) (PJ), Tracey Hindmarch (Operations Coordinator) (TH), Matthew Hunter (Business Support Officer) (MH), Helen Bedford (Engagement and Insight Officer) (HB), Ali Jane (Involvement and Insight Officer) (AJ), Ronald Buzzard (member of the public), Barbara Cleghorn (member of the public)

**Apologies:** Paula McCormack (PM), Bea Groves-McDaniel (BGM), Mary Low (Engagement and Insight Officer) (ML), Amanda Graydon (Volunteer and Engagement Coordinator) (AG)

| | Agenda Item | Discussion |
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| 1. | Welcome and apologies | Everyone was welcomed to the meeting by Chair CN<br><br>Apologies were sent by Board members BG and PM, and staff members ML and AG. |
| 2. | Minutes From the Last AGM | The minutes of the last Annual General Meeting were approved as a true record. |
| 3. | Appointment of Trustees | CN confirmed that trustee Jo Brown has stepped down from the Healthwatch North Tyneside Board, due to her relocation to London. CN wishes to place her personal thanks, and that of the full board, to Jo for her hard work over her years as a staff member and then trustee of HWNT, including involvement in the recent tender process.<br><br>JD and PM have completed their first term on the Board, and both confirmed they are keen to continue in their roles. The board agreed to reappoint JD and PM for their second terms as a trustee.<br><br>CN has met with trustee BG, and she has confirmed her plans to return to the board ahead of the next board Decision meeting.<br><br>CN confirms that the board are looking to appoint new trustees, and this will be discussed further at the next Board Decision meeting. |

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| 4. | Finance Report | Treasurer JD stated that 2023/24 had been another strong year financially for HWNT, including the procurement of several additional work/finance streams above the core contract.<br><br>JD praised PJ, TH and the wider team for their responsible financial management, including seeking value for money with all expenditure.<br><br>JD has no concerns regarding finance with the new core contract, due to high level of reserves, and because of the level of additional income being brought into the organisation.<br><br>The 2023/24 accounts have been assessed and passed by an independent examiner, from VODA. JD and CN signed off the final accounts.<br><br>PJ commented that VODA have confirmed that they will be unable to continue in their role as Independent Examiners due to HWNT's income rising above their threshold, in future a new independent auditor/examiner will need to be sought. TH is currently in the process of acquiring quotes from potential suppliers, and this will be discussed further at future Board Decision meetings. PJ expected there will be a significant increase in cost associated with preparing our accounts. The Board will be presented options for our future accountancy support, and this process will be overseen by the Business Development Sub-Group. |
| 5. | Director's Report | PJ presented the 2023/24 Annual Report, and the What We've Heard During 2023/24 Document, both initially published in July 2024.<br><br>Annual Report<br>https://healthwatchnorthtyneside.co.uk/report/annual-report-2023-2024/<br><br>What We've Heard 2023/24<br>https://healthwatchnorthtyneside.co.uk/report/what-we-heard-23-24/<br><br>PJ confirmed that both documents were shared with key stakeholders including MP's, Councillors, Health and Care providers, and members of the public.<br><br>Key highlights from PJ's presentation included:<br>• HWNT has been awarded Healthwatch England's "Committed to Quality" award. |

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| | | • In 2023/24, HWNT carried out more community engagement events than in any previous year.<br>• The 2023 annual survey also had the highest ever response rate. PJ is hoping to repeat this success in 2024.<br><br>PJ finished his presentation by looking ahead to the new contract and noted that the process of liaising with staff on this will begin this week.<br><br>CN congratulated the team, on behalf of the Board, for their work in being successfully awarded this contract. |
| 6. | Appointment to Board Positions | CN confirmed she is happy to continue as Chair of the Board.<br><br>CN suggested a change to the role of Vice Chair. Rather than this role being given to one named person, CN suggested that an element of deputising for the Chair be built into all trustee roles. Current vice chair BG is supportive of this change. This was agreed by the Board, with PB noting this will enhance the skillset of all trustees, and the board.<br><br>Considering this change to the Vice Chair role, the Decision-Making policy will be reviewed.<br><br>JD is happy to remain as treasurer.<br><br>PG is happy to remain as Staff Link<br><br>PB is happy to remain as Volunteer link.<br><br>PM is happy to remain as Board Safeguarding Lead<br><br>CN will retain the Health and Safety role presently, with it being hoped that one of the new trustees to be recruited in the next intake may wish to take on this role.<br><br>At future Board Decision meetings, having a trustee lead for specific projects will be discussed.<br><br>**<u>Sub Groups</u>**<br>Membership of the board sub groups was confirmed as follows:<br><br>Business Development Group – DS, CN, PM, JD along with staff members PJ and TH |

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| | | People Group – CN, PB, PG, and JD (if relevant to finance), along with staff member PJ |
| 7. | Agreeing financial management arrangement | All were happy with the current financial management arrangements and level of access to bank accounts. |
| 8. | AOB | CN confirmed the next Board Decision meeting will be held on Monday 25th November 2024 from 2pm – 5pm, at the Healthwatch office, 2nd Floor, Wallsend Community Hub and Library, 16 The Forum, Wallsend, NE28 8JR. |